

**Forest Service Handbook
National Headquarters - Washington Office
Washington, DC**

**Forest Service Handbook 6609.11 – System Management Handbook
Chapter 40 - Electronic Mail Services**

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Approved by: Irving W. Thomas, Associate Deputy Chief for Business Operations

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Responsible Staff:

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Superseded Document(s): 6609.11,40 Contents, Amendment 6609.11-91-1, September 3, 1991; 6609.11,40, Amendment 6609.11-91-1, September 3, 1991

Digest: Following is an explanation of the changes throughout the directive by section

40: Changes the caption of this chapter to "Electronic Mail Services" (formerly, "Directory Structure").

41: Revises the caption of this section to "Management of Electronic Mail Space and Services" (formerly, "System Software").

41.04 - 41.04c: Establishes codes and captions for direction on responsibilities related to electronic mail.

41.05: Establishes a code and caption for "Definitions."

41.1: Revises the caption of this section to "Directory Structure" (formerly, "Root Directory").

41.11 - 41.11b: Establishes codes and captions for general direction on space allowances (sec. 45.11) and for additional direction regarding allowances for users (sec. 45.11a) and servers (sec. 45.11b).

41.2 – 44: Removes sections containing obsolete direction regarding: UTIL Directory (sec. 41.2); NET Directory (sec. 41.3); SYSGEN Directory (sec. 41.4); FSIA (sec. 42); Information Systems (IS) Areas, Public Directory (sec. 43.1); Staff Directory (sec. 43.2); UDD (Personal) Directory (sec. 43.3); and Macro Libraries (sec. 44).

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41 - Management of Electronic Mail Space and Services

41.04 - Responsibility

41.04a - Washington Office

1. Washington Office, Director of Information Resources Management. The Washington Office, Director of Information Resources Management has the responsibility to:

- a. Ensure that a viable e-mail delivery system is available 24 hours a day, 7 days a week.
- b. Ensure end user support for e-mail space management by providing overall management and oversight for the End User Support Center contract.

2. Washington Office, Information Resources Management Staff, Assistant Director of Integrated Systems Management. The Washington Office Information Resources Management Staff, Assistant Director of Integrated Systems Management has the responsibility to:

- a. Ensure end user support for e-mail space management by providing day-to-day operational management and oversight for the End User Support Center contract.
- b. Provide leadership, support, direction, and training to all Washington Office employees concerning e-mail space management.
- c. Ensure that an automatic message system is in place Service-wide to warn employees when their e-mail space reaches 90 percent of the soft space allowance of 50 MB (or higher space allowance if authorized) and before their e-mail space reaches the hard space allowance of 100 MB (or higher space allowance if authorized) (sec. 41.05 and 41.11).
- d. Review requests for additional e-mail space allowances for Washington Office employees; approve or disapprove such requests; and, if the request is approved, increase the user's e-mail space allowance.

3. Washington Office, Information Resources Management Staff, Domino Administrators. Washington Office Domino Administrators have the responsibility to ensure availability of the Enterprise Domino mail servers located in the Washington Office.

41.04b - Field Units

1. Region, Station, Area, and Institute Directors of Information Resources Management. The Region, Station, Area, and Institute Directors of Information Resources Management have the responsibility to:

- a. Provide leadership, support, direction, and training to the employees of their units concerning e-mail space management and the need to maintain their e-mail within space allowances.

b. Ensure that contact is made with the employee's supervisor to take action to address the problems if, despite education provided, an employee consistently exceeds e-mail space allowances, and to elevate the problems through channels to higher level officials as needed.

c. Review requests for additional e-mail space allowances; approve or disapprove such requests; and, if the request is approved, increase the user's e-mail space allowance.

2. Regional Domino Administrators. Regional Domino Administrators have the responsibility to ensure the availability of the Enterprise Domino mail servers located in their units.

41.04c - Supervisors

All supervisors have the responsibility to:

1. Provide leadership, support, direction, and training to their employees on e-mail database space management.

2. Approve or disapprove requests for additional mail space and, if approved, forward such requests to the Region, Station, Area, and Institute Director of Information Resources Management for further review and action.

41.04d - Employees

All employees are responsible for managing the size of their e-mail database on the Enterprise Domino mail servers within the approved space allowance (sec. 41.11).

41.05 - Definitions

Clustering. The ability to keep data in multiple replicas of Domino databases located on more than one server synchronized for backup and fail over purposes.

Compact, Compacting or Compact Process. The reuse of unused space when documents and attachments are deleted from a Domino database.

Domino Data Directory. The file directory that contains system-related files needed to operate a Domino Server or a Lotus Notes client. The Domino data directory for a Domino server is /server1 on an AIX server and the Domino data directory for a Lotus Notes client is C:/lotus/notes/data on a PC desktop or laptop.

Domino Enterprise Mail Server. A licensed version of the Domino server software that provides mail routing.

Domino Enterprise Mail Server Cluster. Two or more Domino mail servers that maintain a constant connection that provides data and server redundancy.

End User Support Center. Helpdesk call center operated under a Forest Service contract to address problems or service requests that are called in or placed through a web-based ticket database system.

Hard Space Allowance. The standard Forest Service hard space allowance for each employee's mail database of 100 megabytes (MB), unless accommodation for more mail space is approved by the user's supervisor and the responsible Region/Station/Area/Institute Director of Information Resources Management. E-mail messages are rejected when usage reaches the hard space allowance of 100 MB (or higher space allowance if authorized). (See also the definition for "Soft Space Allowance" and sec. 41.11.)

JFS. IBM Journaled File System.

Lotus Notes. Software for e-mail, calendar, personal contacts, and to-do planning.

MB. Acronym for megabytes.

Mail Database. A Domino database that can send and receive e-mail, and maintain a calendar of events, personal contacts, and a list of to-dos.

Replica. An exact copy of a Domino database located on a Domino server or notes client on a pc or laptop other than the original Domino database.

Soft Space Allowance. The standard Forest Service soft space allowance of 50 MB for each employee's mail database. Users must remain below the 50 MB soft quota unless approved for a higher quota. (See also the definition for "Hard Space Allowance" and sec. 41.11.)

White space. Space within a Domino database that does not contain any data or is empty because the Domino database is not fully compacted.

41.1 - Directory Structure

Each Lotus Notes user has a mail database and a replica of the user's mail database on 1 of the 12 Forest Service Domino Enterprise mail server clusters; this database provides the user with constant e-mail service 24 hours a day, 7 days a week. Lotus Notes user mail databases are located in JFS filesystems under the Domino data directory, referred to as /server1, of the Domino Enterprise server. These JFS filesystems are appropriately named mail01, mail02, and so forth. The mail database directory structure can be made up of 1 to 20 of these JFS filesystems.

41.11 - Space Allowances

41.11a - Users

1. Soft Space Allowance. The first level of standard Forest Service e-mail space allowance is the 50 MB soft space allowance set for each employee's e-mail database unless the employee's supervisor and the responsible Washington Office, Region, Station, Area, or Institute Director of Information Resources Management approve a higher level of space. This soft space

allowance is enforced through an automated process that runs once per week. Although e-mail continues to be delivered and sent when 90 percent of this soft space allowance is reached, automatic electronic messages are sent to employees reminding them to reduce the space used in their e-mail inbox. Users' e-mail databases that are at or above 45 MB shall receive the warning notification displayed in exhibit 01. This notification (ex. 01) helps users maintain their mail databases at or below the required soft space allowance. Items in employees' mail databases that use disk space on servers are e-mail messages in all folders, calendar entries, and to-do's. Archived mail does not count toward server space usage.

2. Hard Space Allowance. Users are also given a hard space limit of 100 MB, which is set on their mail databases on the Enterprise Domino Server. Mail rejects when the 100 MB (or higher level if authorized) hard quota is reached.

3. Requests for Larger Space Allowance. A user who needs more mail space to perform daily work duties may request an increase in the user's space allowance. This request must contain a complete explanation of the business need that requires the user to be allocated more mail database space than the current allowance. Space increases must be requested in writing through the user's supervisor and must be approved:

a. In field units, by the Information Resources Management Staff Director at the Region, Station, Area, or Institute, or

b. In the Washington Office, by the Information Resources Management Staff, Assistant Director of the Integrated Systems Management Branch.

4. E-Mail Space for Users on Leave or Extended Absences.

a. Users who are on scheduled leave, such as annual leave, should not be granted any exceptions to their mail database space allowance.

b. The e-mail space needs of users who are on extended absences (fire duty, sick leave, and so forth) should be addressed on a case-by-case basis by the user's supervisor and by the Region, Station, Area, or Institute Information Resources Management Director or, in the Washington Office, by the Information Resources Management Staff, Assistant Director of the Integrated Systems Management Branch.

5. Users Who Exceed Space Allowances. The responsible employees in the unit Information Resources Management Staff shall contact users who habitually exceed the soft space quota to remind them of the e-mail space management requirements and provide training, if needed, in the use of mail management tools and processes. If education attempts consistently fail to keep the user below the 50 MB soft quota, the Washington Office, Region, Station, Area, or Institute, Information Resources Management Staff Director or designee shall contact the employee's supervisor for further action and shall elevate the problem through channels to higher level officials as needed.

41.11a - Exhibit 01

Warning Notification Sent Automatically to Forest Service E-mail Users When They Reach 90 Percent or More of Their E-mail Soft Space Allowance of 50 MB (or higher space allowance if approved):

You will need to begin managing the size of your mail database by deleting unwanted messages, calendar entries, and to-do entries, or by archiving old messages.

Here are some tips on how to reduce the size of your mail database:

1. Delete old mail messages that are no longer needed from the Inbox view or personal folders in your mail database.

2. Delete old sent mail messages from the Sent view in your mail database.

WARNING - deleting documents from the All Documents view will permanently delete them from all occurrences in your mail database.

3. Archive mail. Visit the web site below for additional information.

If you would like further assistance, please contact the Forest Service End User Support Center at (888) 426-3872.

Please refer to our website:

http://fsweb.wo.fs.fed.us/im/entadmin/mail_mgmt/ for additional information.

This message is sent by an automated process, please do not reply.

41.11b - Server

1. Mail Database Quota. Each Lotus Notes user's mail database has a database quota set at 100 MB on the server. This hard space allowance can be enforced at the Domino Enterprise server. The Regional Office or Washington Office Domino Administrator of the Enterprise mail server at that location sets the database quota on the mail database. The hard space allowance should be considered a "backup" or "safety valve" so that e-mail service is not jeopardized by space limitations on the server. The hard space allowance provides the user with a cushion in case of unexpected situations beyond the user's control. If an increase in mail database space has been approved for the user, then the mail database quota should be set at the same level as the approved mail database space allowance. Users who are granted a mail database soft space allowance larger than the standard 50 MB should also receive a warning notification when they are at or above 95 percent of the approved mail database space allowance.

E-mail rejects when users have reached the hard database quota that is set on their mail database at the server. Users who are not receiving e-mail because their mail databases are at the hard database quota should request assistance through the End User Support Center.

2. Compacting a Domino Database. In order to regain space in the server copy of a Domino database, a Domino Administrator must perform the "compact" process on the database. Users do not have the permissions needed to run the "compact" process on their mail databases on the Domino Enterprise server and must request assistance through the End User Support Center. At a minimum, the "compact" process is performed on all databases on all Domino servers every weekend. However, during the workweek, databases that have 30 percent or more white space available are compacted. Users can compact the local replica of their mail databases through the database properties dialog box in the Lotus Notes client.

3. Space Limitations for Messages. The Domino Enterprise server rejects back to the sender any e-mail messages larger than 20 MB that are sent to other Lotus Notes users. For messages going to or from the Internet, Forest Service external e-mail gateways reject back to the sender e-mail messages that exceed 5 MB in size.